

## THE ONLINE BOOKING PROCEDURE

Any [Book Now](#) button on this website takes you into our NEAT booking site (run by Nouveau Solutions who supply our box office and online booking facilities) where you can scroll down a list of available productions. Find the production you wish to book for and click on **BOOK NOW**. This takes you to the list of available performances/screenings.

Making sure you select the correct performance, click on the blue coloured [Buy tickets](#).

This takes you to the interactive seating plan for the performance, with green coloured seats being available, red coloured seats unavailable. (Please see note below with regard to wheelchair spaces!)

If there are concessions available for the event, these are listed in the drop-down Concession box. You need to select the concession class before clicking on a seat, so first click on any seats you wish to purchase at full price, then select the relevant concession for further tickets from the drop-down box before choosing any concessionary seats. (Please consult the concession rules at the top of the page and be prepared to show proof of your concession(s) on the door.)

When you have selected all your seats for the event, click on "Add To Basket". The page will display the wording "These tickets will be held for you for 10 minutes or until you complete your order at the checkout".

You can now proceed to Checkout or, if you wish to buy tickets for another production, go to the top of the page and click on "Productions", which will take you back to the complete list of productions.

Repeat the above actions for any other performances you wish to book for, then go to Checkout, where all your selected performances, seats and ticket totals are displayed.

If you have not already logged in, you now need to "Login" (if you have booked on our site before) or "Create an Account". To create your account, enter your full name and address (as registered with the card you wish to pay on), your telephone number and your e-mail address. Then choose a password which you will need to remember for future log-ins to this site. (This will be your NEAT booking site password only and does not give access to any payment information, and is therefore not treated with the same high security as a password to, for example, your online banking site. **THEREFORE IT IS REALLY IMPORTANT THAT YOU DO NOT USE THE SAME PASSWORD YOU WOULD USE FOR YOUR E-MAIL ACCOUNT, SENSITIVE TRANSACTIONS OR PAYMENTS ON OTHER SITES!** (Please contact us at [theatre@strode-college.ac.uk](mailto:theatre@strode-college.ac.uk) if you have any queries about this.)

Below the address and password fields is a section for your mailing list preferences. Please choose at least one option from "Please send me weekly e-mail updates" and "Please send me the seasonal brochure by post", or you won't be able to register. If you do not wish to remain on either of our mailing lists, you can let us know by email to [theatre@strode-college.ac.uk](mailto:theatre@strode-college.ac.uk) and we will delete those selections on our database straight away.

Then click on "Create Account". This will take you to your new My Account page and give you a Member No. (If you are already on our box office database you will now have two entries, but we will try to merge your records so you should not get duplicate mailings.)

Now proceed again to checkout, where you should carefully check your ticket selection(s) and choose how you would like to receive your tickets. (There is currently no e-ticketing option, but we are working with Nouveau to enable this function, which will allow you to print your tickets at home.)

If you realise at this point that you have made a mistake in your ticket choices or you change your mind, you can still remove your bookings here and return to the Productions page to select alternatives.

When you are happy with your selections, scroll to the bottom of the page and "Proceed to Payment". This takes you to the payment gateway, run by RBS. *(PLEASE NOTE THAT YOU CAN NOW NO LONGER AMEND YOUR BOOKING. IF YOU HAVE ANY PROBLEMS COMPLETING YOUR PAYMENT, PLEASE CONTACT THE BOX OFFICE ON 01458 442846 AS SOON AS POSSIBLE DURING OUR OPENING HOURS.)*

When you have successfully completed your payment, you will receive an e-mail from RBS confirming your transaction with them.

If you have selected tickets by post, they will be posted 2<sup>nd</sup> class the following day. If you have selected to have your tickets held at the Theatre, they can be collected from the box office during opening hours from the next working day following the booking, or on the day/evening of the event.

***IF YOU HAVE ANY FURTHER QUESTIONS ABOUT BOOKING ONLINE ON THIS SITE, PLEASE DO NOT HESITATE TO GIVE US A RING. WE WILL TRY AND HELP IN ANY WAY POSSIBLE!***